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SA Health Job Pack

Job Title	Senior Business Support Officer
Eligibility	Open to Everyone
Job Number	696501
Applications Closing Date	20 September 2019
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	Riverland Community Health Services
Location	Location is negotiable across Riverland Mallee Coorong Region
Classification	ASO3
Job Status	Temporary Full Time position (6 months from commencement)
Total Indicative Remuneration	\$69,026 - \$73,664 p.a.

Contact Details

Full name	Pam Thomson
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Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Senior Business Support Officer
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHA:	Country Health SA Local Health Network
Hospital/ Service/ Cluster	Riverland Mallee Coorong Region
Division:	Community Health Services
Department/Section / Unit/ Ward:	Business Support Team
Role reports to:	Regional Service Design and System Improvement Manager (Nurse Unit Manager, RN3)
Role Created/ Reviewed Date:	Created: June 2017 /Reviewed April 2019
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Business Support Officer is accountable to the Riverland Mallee Coorong Business Support Team Leaders for providing comprehensive, efficient and effective business support services and systems to departments within the Riverland Mallee Coorong Community Health Services across the regions. The position assists the Team Leaders with business system maintenance such as spreadsheets and rostering and provides assistance to senior community health staff with procurement and contract management, human resource administration, records management, financial administration, budget monitoring and fleet coordination and administration.

This position reports to Regional Service Design and System Improvement Manager (Nurse Unit Manager) and operates under the direction of the Business Support Team Leaders.

The Senior Business Support Officer applies excellent communication and organisational skills to deliver a high level of administrative support across a number of disciplines to internal and external stakeholders.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- > Accountable to the Business Support Team Leaders
- > Reports to the Regional Service Design and System Improvement Manager (Nurse Unit Manager, RN3)
- > Maintains cooperative and productive working relationships with all members of the multidisciplinary Community Health teams
- > Liaises with relevant stakeholders internally in relation to both Business Support and Service Design and System Improvements within the Riverland Mallee Coorong Region
- > Provides relevant support to the Business Support and Service Design and System Improvements team
- > Liaise with and maintain close working relationships with senior community health staff to maintain a cohesive, productive and supportive assistance

External

- > Liaises with relevant stakeholders regarding Riverland Mallee Coorong Community Health Services to arrange meetings and collect information and resources to support health professionals and senior community health staff
- > Liaises with relevant Operational Working Parties and Stakeholders

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Geographic distance between sites which will require significant travel commitments and the utilisation of other technologies to ensure effective supervision, support and coordination
- > Implementation of recommendations and support system changes from the Aged Care reforms, Transitioning health and Commissioning consistently and effectively throughout region
- > The ability to adapt to change within the Community Health System
- > Position requires sound knowledge of all service provision at Riverland Mallee Coorong Community Health Services

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > A current driver's licence and a willingness to drive is essential.
- > Some out of hours work may be required. Arrangements to compensate to be negotiated with the Manager in line with current 'Flexible Working Hours', Time Off In Lieu (TOIL) and Overtime work instructions.
- > The incumbent will uphold the values of the SA Health and Country Health SA as reflected in their respective Strategic Plans.
- > Some intrastate/interstate travel involving overnight absences may be required.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Professional, administrative service efficient, support	<ul style="list-style-type: none"> > Ensure appropriate systems, procedures and information management practices are developed, maintained and reviewed to support Business Support processes > Work with other members of the team to achieve work goals and maximise potential > Ensure accurate, efficient and effective administrative support service is provided for the Business Support team by developing, monitoring and modifying as required appropriate administrative duties and organisational systems and procedures > Provide high level support to the Business Support Team Leaders including but not limited to rostering, project support, corporate filing and coordinating general Business Support staff > Provide high level support to the senior community health staff with procurement and contract management, human resource administration, records management, financial administration and budget monitoring > Contribute to improvements to service delivery and administration principles and operational procedures across the region > Support staff with over flow of enquiries regarding CME, Fleet Management, Contractor Management, Medical Records and Business Filing knowledge, Finance and Procurement systems such as Oracle & Basware, OB Sharp, relevant intake portals and other internal programs as required > Contribute to and support implementation of quality assurance and continuous improvement processes within the unit including the coordination of quality meetings > Participate in a range of other continuous quality improvement measures as delegated > Support and contribute to projects by undertaking tasks as deemed necessary to the ongoing efficiency of Business Support, as delegated
Development and best practice implementation of	<ul style="list-style-type: none"> > A commitment to participating in quality improvement projects > Exercise initiative and judgement, particularly in sensitive and/or high pressure situations > Adhere to time frames > Regularly review activities to ensure customer/client service requirements are met > Act as the first point of contact for any hardware/software problems associated with shared office equipment at the local level in consultation with helpdesk staff > Support the management, access, storage and disposal of business, corporate and medical records and the maintenance of information storage and retrieval systems to ensure that an accurate record of documentation is kept > Support and/or contribute to, the development and implementation of continuous improvement strategies for business systems, risks and projects as delegated
High Quality Customer Service	<ul style="list-style-type: none"> > Participate on various working groups and interview panels as required > Provide support regarding higher level knowledge of business systems and contribute expertise to resolve issues within a day-to-day environment as required > May be required to provide backfill to the Business Support Team

	<p>Leaders as required</p> <ul style="list-style-type: none"> > Contribute to a high standard of customer service for internal and external clients and quality management and risk > Ensure relationships with key stakeholders are fostered > Interpret relevant legislation and monitor compliance
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

- > High level communication and interpersonal skills including written and verbal skills together with a demonstrated ability to relate to all levels of management, staff, customers and external organisations
- > Demonstrated ability to recognise and deal discreetly with confidential matters and demonstrated integrity of the highest order
- > Demonstrated ability to meet stringent deadlines, perform well under pressure and work with limited supervision and direction
- > Ability to analyse problems, formulate suitable solutions and implement appropriate actions
- > Excellent keyboard skills with a demonstrated ability to use a variety of computer software packages and produce high quality documents, spread sheets and presentation materials.
- > High level of organisation skills including excellent time management and the ability to exercise initiative and judgement and prioritise workloads
- > Possess initiative, flexibility and ability to adapt appropriately to changing priorities
- > Proven commitment to Customer Service and Continuous Improvement principles

Experience

- > Demonstrated experience in effectively supporting staff in the provision of customer services
- > Demonstrated experience in developing effective collaborative relationships within the organisation and externally with the community and other agencies
- > Proven experience in establishing and maintaining effective office systems and procedures
- > Experience in undertaking minor research projects, including the compilation of data and the preparation of quality written materials including briefing documents and summary reports

Knowledge

- > Knowledge of and commitment to Customer Service principles
- > Business administration and information systems
- > Knowledge of understanding of the principles of confidentiality
- > Knowledge of Medical and Corporate Records Management systems and processes

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate in Government
- > Qualifications in business administration

Personal Abilities/Aptitudes/Skills:

- > Proven understanding of change management principles.
- > Demonstrated understanding of the importance of flexible work principles with a wide range of staff and external stakeholders

Experience

- > Experience of working in a community based human service organisation

Knowledge

- > Knowledge of the broader health, welfare and government system
- > Knowledge and understanding of SA Health and Country Health SA LHN

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Supporting rural and remote South Australians to be healthy, the Country Health SA Local Health Network (CHSALHN) is committed to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their carers and families. The CHSALHN is committed to enhancing the satisfaction and promoting the talent of its workforce. The CHSALHN is part of SA Health and oversees the rural public health system in South Australia.

We are transforming the care and delivering health benefits so that rural and remote South Australians lead healthier lives. We provide acute health services to over 94,000 people and a further 175,000 people annually at country emergency departments. Our network incorporates 65 hospitals and 240 health services sites, and employs 7,925 people. We are accredited with the Australian Council on Healthcare Standards for four years until 2015.

The CHSALHN works with the CHSALHN Health Advisory Council and the 39 country Health Advisory Councils to provide industry leadership and administer the rural public health system in South Australia. Health Advisory Councils are consultative bodies that advise the Minister for Health and Ageing to provide a more coordinated, strategic and integrated health care system to meet the health care needs of South Australians.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: